

A YEAR IN REVIEW: FISCAL YEAR 2003 -- July 1, 2002 - June 30, 2003

ANOTHER AWARD-WINNING YEAR

For Fiscal Year 2003, the Indiana Department of Revenue received the following honors.

For the second consecutive year, Indiana ranked first place in the 2002 Digital State Survey Taxation and Revenue category, based on the ability of taxpayers to obtain information. The Department was commended for its efforts in the delivery of e-government services to its citizens and for providing cost savings to the state.

The "Best of Breed" Award was presented to the Department for its Returns Processing System (RPS) by the Center for Digital Government. The Returns Processing System was recognized as the best in technological innovation and development.

The Department's "Electronic Express Filing" was selected as a winner in the 2003 Cost Effectiveness Through Government Awards, sponsored by the National Electronic Commerce Coordinating Council (NECCC). The Department was invited to present its award-winning project at NECCC's seventh annual conference, "Crossing Boundaries for Better Government: Moving from Ideas to Results" to be held in North Carolina in November, 2003.

The Department was named a finalist in the BKD Indiana Quality Improvement Awards competition for its barcoding initiatives. This is a local award sponsored by BKD, *Indiana Business Magazine*, Baker & Daniels and Key Bank.

TAXPAYER SERVICES

Phase 2 of the Q-Matic Numbering System

In FY03, the Q-Matic numbering system installed in the walk-in Taxpayer Assistance Area in FY02 was integrated into the Revenue Processing System (RPS) to further improve customer service to taxpayers.

A receptionist could already place waiting taxpayers into a waiting queue by scanning the 2-D barcodes on their correspondence or by manually entering the information into the Q-Matic System. During very busy times in the walk-in area, a greeter can assist the receptionist by scanning 2-D barcodes or manually entering information by the use of a palm pilot.

Once information from taxpayers is collected, there is an integration of Q-Matic data into the Returns Processing System. The integration allows tax analysts to have pertinent account information for review prior to taxpayers being seated at their cubicles.

This system allows the Department to determine how many taxpayers have been assisted by category and to analyze statistics on the types of service rendered. Also, the system provides an automated ticketing system for taxpayers.

TAXFAX

The TaxFax system handled form orders for 7,900 callers needing forms and/or instruction booklets. This is in addition to e-mail form requests and phone orders. This technology is seeing a reduction in usage as more taxpayers utilize the Revenue web site, www.in.gov/dor.

PERSONNEL

Employment Processing and Compensation

During Fiscal Year 2003 (July 1, 2002 - June 30, 2003), the Department processed 75 new hires, 94 promotions, eight demotions, four job reclassifications, 54 lateral transfers and 80 resignations/retirements.

Payroll and Benefits

Second Chance Taxsaver Option - Employees were given a second chance to change their Taxsaver option if they were not currently enrolled.

On-Line Open Enrollment - December Open Enrollment changes to Health, Dental, and Vision were performed on-line through State Personnel's PeopleSoft® Program. The May Open Enrollment for Life Insurance was also performed on-line.

Early Retirement Incentive Program - The Department had 40 employees who took advantage of the Early Retirement Incentive Program. In accordance with State Personnel guidelines, these employees were offered 20 percent additional years of service plus \$300 for each year of total years of service. These additional monies will be paid in equal installments in July 2003, January 2004 and July 2004.

Voluntary Furlough Program - The Department had 173 employees who contributed 25,903.75 hours of furlough time totaling \$365,486.34 in salary. This program was offered to assist the state during its budgetary crisis, since Voluntary Furlough is time off without pay.

Training

During FY03, the Training Team presented 91 classes to a total of 866 participants.

Sessions were offered in the following topics: ABC's of Discrimination, Cultural Diversity, Customer Service, Myers-Briggs Type Indicator/Interpersonal Dynamics, New Employee Orientation 101, New Employee Orientation 102, New Employee Orientation for Intermittent Employees, Performance Appraisal, RPS/AR Computer Training, Sexual Harassment Prevention and Violence in the Workplace.

New classes or newly-revised classes included: ABC's of Discrimination, New Employee Orientation 102 and Sexual Harassment Prevention.

Labor Relations

Meetings were held on a regular basis with representatives from AFSCME and UNITY regarding employee relations.

The AFSCME Labor/Management Committee met quarterly and continues to pursue the salary incentive package for Field Auditors.

Health and Safety - The Department has 14 floor wardens who are responsible for evacuating assigned areas. Training has been conducted on evacuation and severe weather procedures.

Special Projects

State Employee Community Campaign - Employees generously contributed \$44,136.17 and received a bronze per capita award. Department activities included an annual Silent Auction and Book Sale. In addition, Taxpayer Services Division held an Ice Cream Social and a Hot Dog/Coney Day. The Returns Processing Center held several fundraising events including a Bake and Book Sale and a Chili and Hot Dog Sale.

Bring Your Child To Work Day - Approximately 81 children ranging in age from nine to 15 job shadowed parents or other employees for the day.

State Blood Drive - The Department, in conjunction with the Indiana Blood Center, annually sponsors four blood drives per year for all state employees. This year, 343 state employees donated their blood, some as many as four times.